

# Japan's Far East

## 7 Day Wildlife & Adventure Tour

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Hokkaido's far east region is often described as the last unexplored frontier of Japan. The area is an ideal place to get in touch with mother nature and observe the flora and fauna which are unique to Hokkaido. On this tour we travel through a trio of National Parks that stand in eastern Hokkaido: Kushiro Shitsugen Wetland, Lakes Akan & Mashu and Shiretoko Peninsula, the latter is also designated as a Natural World Heritage Area by UNESCO. During the journey we will also introduce you to local treasures, including the Ainu indigenous culture, the cuisine enjoyed by local fishermen, and the people who devote their lives to conserving the wetland and its inhabitants. Come join us on this tour to meet the wildlife and the charms of people who live in harmony with nature.

### Itinerary at a glance

- Day 1** Group meets in Kushiro City & Transfer to Lake Kussharo (D)
- Day 2** Guided canoeing on Lake Kussharo and the Kushiro River (B, L, D)
- Day 3** Nature tour in Notsuke Peninsula & Transfer to Rausu (B, L, D)
- Day 4** Wildlife cruise in Rausu & Walk to Shiretoko Five Lakes (B, L, D)
- Day 5** Transfer to Hamanaka & Sunset canoeing on the Kiritappu Wetland (B, L, D)
- Day 6** Guided bird watching tour OR Kenbokki Island tour (B, L, D)
- Day 7** Farewell lunch in Akkeshi & Transfer to Sapporo via Kushiro (B, L)

B: Breakfast, L: Lunch, D: Dinner

**Highlights:**

- Deep exploration into Japan's Far East region, home to the three national parks: Lakes Akan & Mashu, Kushiro Shitsugen Wetland and Shiretoko Peninsula.
- Wildlife cruise on local fishing boat with a chance to sight Ezo brown bear
- Canoeing to observe upclose the volcanic hot spots & unique wetland ecosystem
- Lake Kussharo Ainu (the indigenous people of Hokkaido) evening concert & dinner
- Meet and dine with local fishermen, nature guides & conservation activists

**Location:**

Hokkaido Prefecture. Hokkaido is the northernmost island of Japan and the largest prefecture in the country with a population of 5.2 million. The area extends approximately 500km/310miles from west to east, and 400km/250miles from north to south. Home to the Ainu indigenous people (pronounced as Aynu), it has a relatively short history of land development compared to other areas of Japan, which has left a large area of mountains and forests intact for us to enjoy nature and outdoors.

The eastern region of Hokkaido is more easily accessed by air from Tokyo than by road. Kushiro Airport (KUH) is the closest airport to the starting point of this tour and has about 7 flights daily from Tokyo (flight time approximately 1.5 hours). Alternatively, Kushiro is also accessible by train from Sapporo, which takes a minimum 4 hours.

**Main Activities:** Wildlife Viewing, Canoeing, Walking

**Difficulty:** 3 (Moderate)

**Tour Dates:** June-October

**Pax:** Minimum 4                      Maximum 10

**Price:** JPY 420,000～

[Route map](#)

[Day-by-day Itinerary](#)

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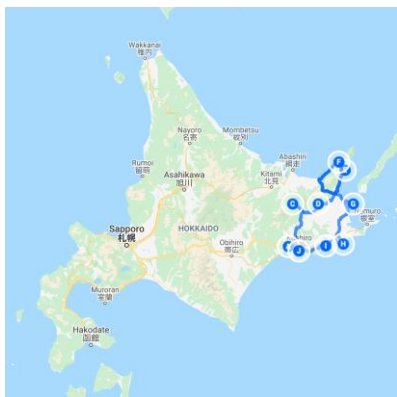
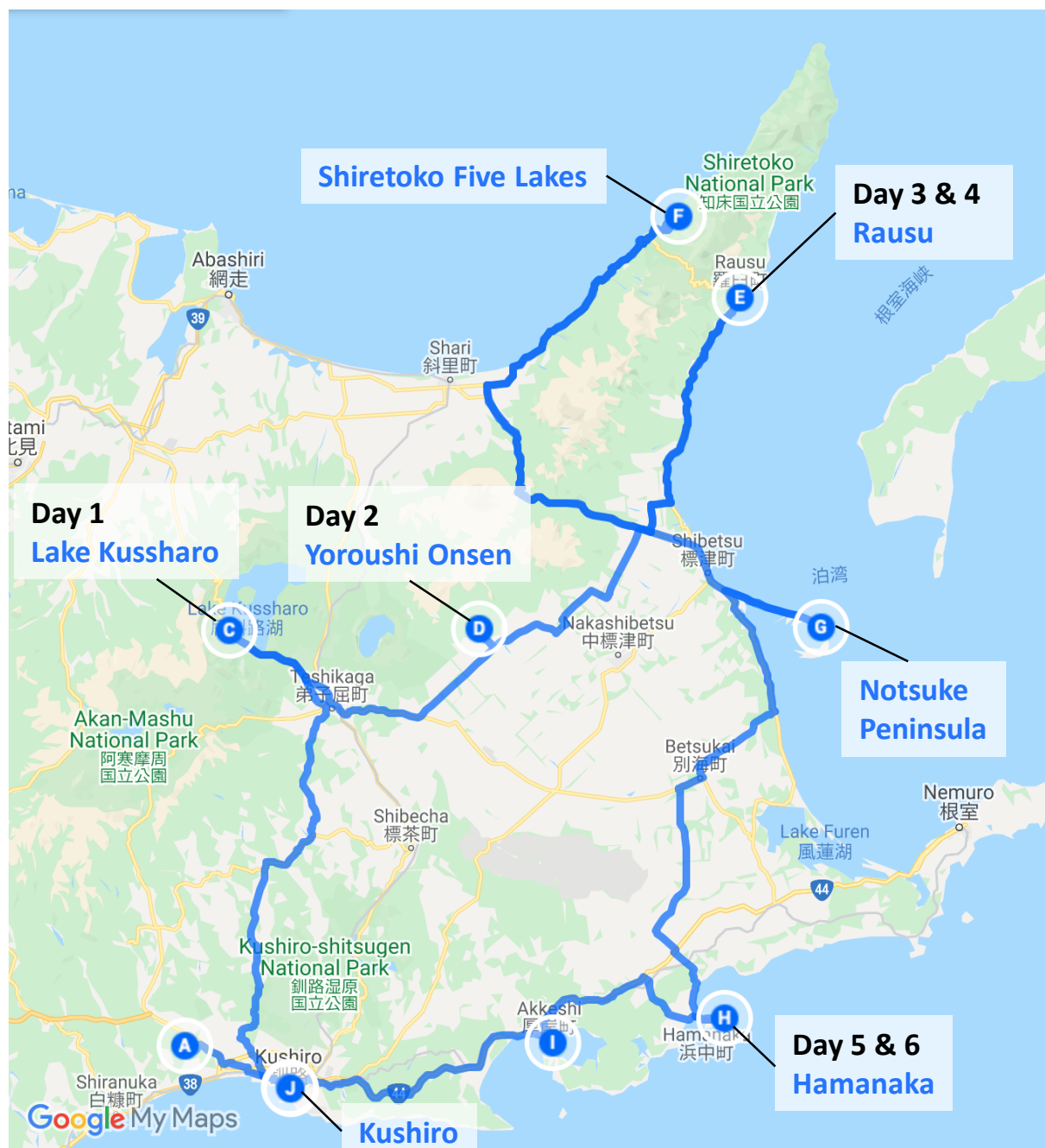
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# Route map



Source: Google My Maps

# Day-by-day Itinerary

## Day 1

### Meet your group in Kushiro & Transfer to Lake Kussharo

We'll meet between 1:00 pm and 2:00 pm in Kushiro City. Your pickup can be arranged from the airport at around 1:00 pm or from the railway station at around 1:30 pm. Once everyone joins the group in Kushiro, we'll spend some time getting to know each other and the programme for our upcoming adventure, before we set off for a short walk on the Kushiro Wetland walkway. Registered as a Ramsar site (a wetland of international importance), Kushiro Shitsugen Wetland is the largest wetland remaining in Japan today, with an area of 22,070 ha (54,500 acres), bigger than the size of our capital Tokyo! After we enjoy taking in the views of the vast wetland, we'll travel by van for just over an hour to Lake Kussharo, which forms part of Lake Akan-Mashu National Park. Here we'll enjoy our first evening meal and a concert performed by Ainu, the indigenous people of Hokkaido. Our home for the night is located right on the lakeshore of Kussharo.

**Activity** - Walking | Distance - 2.5km/1.6miles | Time - 1.5 hours

**Accommodation** - Lake Kussharo | Hotel | Private room with ensuite | Onsen spa

**Included meal** - Dinner

**Activity:** Walking

**Difficulty:** 1 / 5 (Relaxed/Social)

## Day 2

### Guided canoeing on Lake Kussharo and Kushiro River

We will canoe all day today, on Lake Kussharo in the morning and onto the Kushiro River in the afternoon. We will start off at the foot of Wakoto Hanto, a small peninsula that was once an island floating in the lake. It is easy to imagine Wakoto Peninsula being formed by volcanic activity, as we explore the peninsula in our canoes we will witness steam vents and hot springs surging from the ground on the shore. Our lunch will be set up once we land near "Oyakotsu Jigoku", where we will enjoy vegetables and eggs cooked in geothermal steam!

After we enjoy lunch and a foot spa, we will head for the start of the Kushiro River, the water source which feeds Kushiro Shitsugen Wetland. We will enjoy a leisurely canoe downstream on the pristine water until we reach the Biruwa Bridge, where we bid farewell to the canoes and transfer by van to Yoroushi Onsen. Our evening accommodation will be popular with bird lovers, as Blakiston's fish owls capriciously turn up to feed along the river running by our accommodation. Yoroushi is a peaceful hot spring village nestled in the forest, here you can enjoy soaking in the outdoor onsen listening to the sound of the river.

**Activity** - Canoeing | Duration - 5 hours

**Accommodation** - Yoroushi Onsen | Ryokan | Private room with ensuite | Onsen spa

**Included meal** - Breakfast, Lunch, Dinner

**Activity:** Canoeing

**Difficulty:** 3 / 5 (Moderate)

### Day 3

#### Nature tour in Notsuke Peninsula & Transfer to Rausu via Shibetsu

This morning we travel in the van for an hour to Notsuke Peninsula, where we take part in a guided nature tour to observe the native wildlife living in the unique environment of the sand spit extending 28km / 17 miles in length. There are more than 66,000 water birds that visit the peninsula during the migrating season, this significance was recognised as a Ramsar Site in 2005. We will enjoy walking for about 1.5 hours in total, before departing for Shibetsu Ichani to have a special lunch. The history of the local people's relationship with salmon goes back thousands of years, the salmon was and still is today, the backbone of the lives of Shibetsu people. We will have "ochazuke", rice with salmon in broth, in an old salmon fisher's homestead. After lunch, we head north for Rausu, our home for the next two nights. On the way we make a brief stop at the river to look for salmon swimming upstream. Rausu is a thriving fishing village famous for its kelp and sea urchin, and also serves as the eastern gateway to Shiretoko National Park.

**Activity** - Walking | Distance - 3km/1.9miles | Time - 1.5 to 2 hours

**Accommodation** - Rausu | Guest house | Private room with ensuite | No onsen

**Included meal** - Breakfast, Lunch, Dinner

**Activities:** Wildlife Viewing & Walking

**Difficulty:** 1 / 5 (Relaxed/Social)

### Day 4

#### Rausu Wildlife Cruise & Walk to Shiretoko Five Lakes

After breakfast, we will board a local fishing boat for 3 hours to explore the Rausu-side coast of Shiretoko Peninsula. The benefit of taking a small boat is that we can travel in the shallow waters, close enough to the shore so we may be able to sight "higuma" Ezo brown bears wandering in search of food, often salmon in the month of September. The Rausu coast also features a deep ocean trench, making it a favourite home for marine mammals such as sperm whales and Dall's porpoises. Once we return from the boat trip, we will have lunch at the boat captain's guesthouse which was once a homestead for kelp workers. After we enjoy lunch and chatting with our hosts, we will hop in the van to traverse the Shiretoko Pass to Utoro, on the western side of the peninsula. Shiretoko is renowned for its high population density of Ezo brown bears. Shiretoko Five Lakes, where



we will walk in the afternoon, is not an exception, we will receive a mini lecture before heading into the bear habitat. We aim to complete the entire walkway to visit all the Five Lakes, unless the walkway is closed due to the presence of a bear on the trail. Tonight we will dine out in Rausu town.

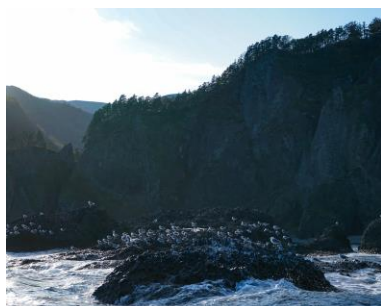
**Activity** - Walking | Distance - 3km/1.9miles | Time - 1.5hours

**Accommodation** - Rausu | Guest house | Private room with ensuite | No onsen

**Included meals** - Breakfast, Lunch, Dinner

**Activities:** Wildlife Viewing & Walking

**Difficulty:** 1 / 5 (Relaxed/Social)



## Day 5

### Transfer to Hamanaka & Sunset canoeing in Kiritappu Wetland

Today we have an easy morning as we travel south in the van for 2.5 hours to Hamanaka Town, a prosperous fishing and dairy farming town located on the southern coast of Hokkaido. We call into scenic Cape Kiritappu and its lighthouse briefly before we meet up with the local fishermen's families to have hands-on lunch. We will try our hands at making "dashi", kelp stock that is used for making miso soup, as well as at preparing sea urchin. We will enjoy the seafood lunch together with the local families, fuelling up for our late afternoon canoeing on the Kiritappu Wetland. Though the scale of the wetland is not as significant as Kushiro Wetland, Kiritappu offers an attractive setting for canoeing in narrow river channels, allowing us to float peacefully and feel closeness with the wetland ecosystem. Dinner will be provided by our local canoe guide, and depending on the group size, the group may be split into two separate accommodations (they are only 300m / 990ft apart).

**Activity** - Canoeing | Duration - 2 hours

**Accommodation** - Hamanaka | Guest house | Private room with shared facilities | No onsen

**Included meals** - Breakfast, Lunch, Dinner

**Activity:** Canoeing

**Difficulty:** 2 / 5 (Easy active)

## Day 6

### Guided bird watching tour OR Kenbokki Island tour

There are two options you can choose from for your main activity today: a guided bird watching tour or a tour to the uninhabited island of Kenbokki. Both tours are guided by local specialists and operated in small private groups up to 6 or 9 people respectively. We will divide the group into two, and each group will take the different tours separately. The bird watching tour will take you to different kinds of bird habitats; the forest, coast and wetland, to observe the diversity of bird life found in Kiritappu. Needless to say, this tour will be a perfect fit for those who want to observe more birdlife. Kenbokki Island is accessible in 10mins by boat, there used to be a farm and a small population in the old days, but the island has been uninhabited for at least 50 years. This tour will be suited for those who would like more walking in untouched nature. We reunite in the evening to celebrate with our final dinner and be introduced to the owner's contributions towards the conservation of Kiritappu Wetland.

**Activity** - Bird watching (5 to 5.5 hours) & Walking on the island (2.5 to 3 hours)

**Accommodation** - Hamanaka | Guest house | Private room with shared facilities | No onsen

**Included meals** - Breakfast, Lunch, Dinner

**Activity:** Bird Watching or Walking

**Difficulty:** 1 / 5 (Relaxed/Social)

## Day 7

### Farewell lunch in Akkeshi & Transfer to Sapporo

Today we'll have a relaxing morning and won't depart before check-out time. We say goodbye to our hosts and then drive for about 40 mins to the neighbouring town of Akkeshi, a mecca for oysters. The oysters were naturally occurring around the Akkeshi Bay in ancient times, with the coastal wetlands retaining the rich nutrients in the water. The development of oyster aquaculture today makes it possible for us to savour this local delicacy throughout the year. After our oyster lunch, , we say goodbye and set out for a 1.5 hour drive to Memanbetsu Airport.

**Activity** - NA

**Accommodation** - NA

**Included meal** - Breakfast, Lunch

## Accommodations :

Day	Location	Name	Room
Day1	Lake Kussharo	Prince Hotel	Private room with ensuite
Day2	Yorouchi Onsen	Yuyado Daiichi	Private room with ensuite
Day3	Rausu	Shiretoko Serai	Private room with ensuite
Day4	Rausu	Shiretoko Serai	Private room with ensuite
Day5	Hamanaka	Pension Porch or Minshuku Watanabe	Private room with shared facilities
Day6	Hamanaka	Pension Porch or Minshuku Watanabe	Private room with shared facilities

Please note that the above details are subject to change.

## Food & Accommodation

### Breakfast & Dinner

All breakfasts and 3 dinners on this tour will be served at our accommodation. It is a typical way for Japanese travellers to indulge by staying in lodgings with “onsen” natural hot springs on site. The meals will be set menus, containing traditional Japanese dishes beautifully presented in separate plates & bowls. If you are a master of chopsticks, these skills will be handy, otherwise western utensils are usually available on request.

The remaining 3 dinners will be provided as per the descriptions in the Day by Day Itinerary, we will use local services so you can experience the local dining & culture. We can make arrangements for any dietary requirements so please be sure to let us know your needs in advance.





## Lunch

On this tour we will eat lunch in various settings. On Day 2, as we will be far away from civilization on a guided canoeing tour, we will have a picnic lunch prepared by our guides, using geothermal heat. The lunch on Day 3 will also be set up just for our group in an old homestead, we will eat "ochazuke", a traditional dish of rice in broth with salmon. On Day 4, we will organise a bento (boxed lunch) which we will eat in a house owned by a local guide. On Day 5, we will partially prepare lunch by ourselves, assisted by local women & fishermen's families. On Day 6, we will provide you with a bento again so you can have it wherever you are on your guided tour option. On Day 7, we will enjoy an oyster lunch in a local establishment.

## Travel to the Meeting Point

We will meet at either Kushiro Station or Kushiro Airport (KUH) between 1:00 pm and 2:00 pm on the first day. The airport shuttle bus for downtown Kushiro is scheduled to connect with all incoming flights, departing within 10 to 25 mins after arrival. The cost is 950 yen per person, and it takes 45 mins to Kushiro Station. If you wish to stay in Kushiro the night before, we are more than happy to assist you with booking your pre-tour accommodation.

If you are flying into Kushiro Airport (KUH) from Tokyo on the first day, please make sure you reserve an early morning flight that arrives at KUH before 12:30 pm, which allows us to pick you up from the airport on the day.

An alternative to flying is to travel by train (Japan Railway, abbr. JR), which travels 6 times a day between Sapporo and Kushiro. The best connecting train to join this tour is the one which departs Sapporo at 8:51 am and arrives at Kushiro at 1:20 pm. The cost is 9,990 yen for a reserved seat. Upon booking, please let us know your travel plans to Kushiro, and we will confirm in detail where and what time we will meet on the first day.

## What's included

- 6 nights accommodation, single occupancy basis  
(Due to limited capacity we may ask you to share a room with another guest of the same gender. In this case we will inform you in advance.)
- 6 breakfasts, 6 lunches, 6 dinners
- Ainu evening concert
- Canoeing tour on Lake Kussharo & Kushiro River
- Nature tour to Notsuke Peninsula
- Boat cruise in Rausu
- Admission to Shiretoko Five Lakes
- Canoeing tour in Kiritappu Wetland
- Kiritappu bird watching tour OR Kenbokki Island tour
- All transport as described in the itinerary
- Snacks and refreshments
- English speaking Japanese guide(s)

### **Not included**

- Airfares
- Personal expenses
- Alcoholic drinks with included meals

Please note that you will be asked to show your passport when checking into accommodation in Japan. It is a requirement for accommodation providers to take a photocopy of the passport of overseas guests.

# What we provide & What to bring

## **We provide**

- First-aid kit
- Safety equipment

## **What to bring**

### ***Essentials***

- Waterproof jacket and pants
- Walking/Hiking shoes or boots
- Footwear that you don't mind getting wet for canoeing
- Fleece or down jacket (even in summer the temperature can drop below 10°C)
- Thermal layers top & bottom
- Base layers top & bottom
- Gloves, beanie, and other items to keep you warm
- Sun hat, sunscreen, and sunglasses
- Water bottle or hydration system of more than 1L
- Quick-dry hand towel
- Toiletries
- Personal medications
- Rain cover for backpack
- Backpack with enough capacity to carry all the above
- Travel insurance
- Passport
- Cash in Japanese yen. Small restaurants and shops in rural parts of Japan do not accept credit cards. You can withdraw cash from an ATM at the post office and Seven Eleven convenience stores.

### ***Recommended items***

- Walking poles
- Binoculars
- Dry bag
- Motion sickness pills for the boat ride (available to purchase locally)
- Cellphone power bank
- Extra snacks which you're used to eating during the activities
- Camera

# About us

## **Hokkaido Treasure Island Travel**

We are Hokkaido Treasure Island Travel (HTIT), an award-winning team of creators of unique, perfectly tailored Hokkaido travel experiences. HTIT Team is deeply rooted in Hokkaido, North Japan. In 2004, HTIT started its journey as a pioneer of a new style of adventure travel by sharing the treasures of Hokkaido. We are constantly opening new doors and making local destinations previously inaccessible for travelers available all over Hokkaido. We provide a compelling combination of personal and professional travel advice, knowledge beyond that of the guidebook insider, and behind the scenes access to places and authentic local experiences generally not available for the public. Our mission is to create for you a journey of a lifetime, every time you travel with us.

## **Adventure Hokkaido**

Adventure Hokkaido is an adventure tour operator specialising in small group hiking, cycling and nature tours to Hokkaido's National Parks, nature reserves and other special places we enjoy spending time in. Our team members are all proud locals and live in Hokkaido year round. We are 100% Japanese owned and operated, when you explore Hokkaido with us you're travelling to the places we grew up in and where our love of the outdoors was born. Our tours are put together by our team of local hiking, cycling and nature guides with over 10 years experience. We look forward to meeting you, sharing our home and making your next trip to Hokkaido unforgettable!

## **What We Offer As Our Services**

### ***Small Group***

We find value in maintaining friendly, small-group settings. That's why we cap the maximum number of our groups at 10 people on scheduled tours. This allows us to reduce the social and environmental impacts caused by our travels, as well as giving us the opportunity to visit smaller facilities, which often give us more interesting insights and unique experiences.

### ***Local Guides***

Our guides are passionate travellers and adventurers themselves, who spend their free time exploring Hokkaido's great outdoors all year around. Feel free to make use of their knowledge and experience by asking questions! They are also certified as advanced first-aiders and trained to respond to emergency situations on tours.

## Guides

### **Kazuhiro Arai (Kazu)**

*Certified Hokkaido Outdoor Guide*  
(Nature)



Kazu is a hi-energy bilingual guide! He attended Kapiti College in New Zealand which sparked his interest for indigenous cultures and later led him to help build connections between Maori and Ainu communities. Kazu attended Lincoln University to study Parks & Recreation. In 2001, he established Daisetsuzan Nature School, an educational centre for children and adults with a strong focus on sustainability and environmental awareness. Kazu is very involved in the community, he's the president of the Hokkaido Adventure Travel Association, a board member of the Japan Ecotourism Centre, an executive committee member of the Asian Ecotourism Network and father of three beautiful daughters. He's passionate about building sustainable communities and has initiated projects such as equine therapy and the forest kindergarten program, which are currently implemented by Daisetsuzan Nature School.

### **Gen Terayama (Gen)**



Gen is a local outdoor enthusiast who's lived in Utoro, Shiretoko over 15 years. Born in Niigata Prefecture, he grew up in the snow and migrated to Hokkaido when entering the university. Gen spent his student life adventuring in the outdoors of Hokkaido. After several years working as a software engineer, Gen made a career change to become a travel agent, where he obtained experience in developing and leading adventure tours outside Japan, such as trekking in the Himalaya and horse trekking in Mongolia. In 2006, Gen started working for the Shiretoko Foundation where he managed the conservation programmes of the national park for 13 years. Another career step in 2019 led him to Shiretoko Shari Association, a DMO, working to promote tourism and primary industry of the regions including Shiretoko. When not working at his desk, Gen can be found skiing or bushwhacking with his brave dog Chai.



# Information and Requirements

## Dietary Restrictions

We believe that eating like the locals is the best way of experiencing Hokkaido's unique culture. However, we understand that it's not possible for everyone to do this and we're more than happy to cater for food allergies, dietary restrictions and special requirements. If you have any diet restrictions or preferences, please tell us in the Registration Form at the time of booking, and we will do our best to accommodate your dietary needs.

In some rural areas particularly, we may ask you for some flexibility. For example, if you require halal food, we may be able to substitute for a vegetarian option instead. Please also be aware that for those who are allergic to MSG we may struggle to arrange a good alternative at every meal in Japan. Some of our overseas guests in the past found it difficult to find ready-made foods completely free of MSG, especially when buying from convenience stores. Most Japanese supermarkets sell simple foods like plain bread, boiled eggs, vegetables and fruits, so you should always be able to find something suitable. The most important thing about dietary requirements is to let us know in advance so we can prepare and organize the foods you need.

## Emergency Response Plan

Your safety is our top priority, closely followed by fun and comfort! All our tour guides have years of guiding experience in the outdoors under their belt. At Adventure Hokkaido, we require all our guides to be certified as Advanced First-Aid Responders or Wilderness First-Aiders. At all times, our guides will carry a first-aid kit, as well as have an extra kit in our vehicle. Depending on the terrain and the potential risks it poses on each trip, our guides will also have the necessary safety and climbing equipment.

In case of heavy rain, strong winds or other unsafe weather conditions for hiking or cycling, there may be times when we have to change our tour plan. In such cases, we will try to substitute the original activity with other alternatives such as sightseeing, visiting museums or hot springs. We take charge of turning a bad day around into a fun day!

## Weather Conditions

Hokkaido's pleasant summer attracts many visitors from other regions of Japan escaping from the unbearable summer heat and humidity. September is a transition month from summer to autumn, the days start getting shorter, and the colour of foliage starts changing in the higher altitudes. Generally, in the third week of September, the first snow of the season falls on the highest peaks of Hokkaido.

The average temperature in Kushiro City in September is approximately 16°C / 61°F, and the average rainfall is 155mm / 6 inches. The weather in the eastern part of Hokkaido, notably Kushiro, is known to be chilly due to the mist generated and pushed in from the sea. As we spend a lot of time on/near the water during this tour, it is essential that you bring sufficient warm clothes that can be layered underneath a waterproof/windproof shell. Please make sure to bring the equipment and items detailed in the "what to bring" list for your comfort and safety.

## What is an *onsen*?

Most *ryokan* have an *onsen* spa, that is, natural hot springs. As a volcanically active landscape, Japan has well over 25,000 natural hot springs scattered throughout the country. Since ancient times, the people of Japan have loved onsen and will travel far and wide to visit famous onsen establishments.

Please keep in mind that there are certain protocols that go with bathing in an onsen, however they're super simple!

- You bathe in your birthday suit, that's right, no clothes or swimwear is allowed in the bath. Don't worry, no one is looking!
- Take a shower before you enter the water. It's important for the onsen waters to stay clean so make sure to rinse all soap off and long hair should be tied up. You can take a small towel in if you're feeling shy, but the towel cannot touch the waters.
- Be respectful of others. Do not run, talk too loudly, drink alcohol, or splash around while in the onsen.

Don't forget to take in a hand towel, so that you can lightly dry yourself before returning to the changing room. We're quite fussy about keeping the floors of the changing room dry. Last but not least, relax and enjoy yourself!



## What is a *ryokan*?

On our tours, we use *ryokan* as much as possible to support the local tourism businesses. A *ryokan* (旅館) is a traditional Japanese inn and it is the epitome of Japanese hospitality and cuisine. They are often located in natural surroundings and feature Japanese style rooms with tatami mats with rice paper partitions and futon (sleeping mattresses). Each *ryokan* prides itself on its cuisine and features seasonal local ingredients. Many *ryokan* also have on-site natural hot springs for their guests to enjoy during their stay.

Here are some good-to-know facts about *ryokan* to avoid unwelcome surprises.

- You are sleeping on the floor. A traditional Japanese room does not have western beds, instead *futon* bedding is provided. Often *ryokan* staff enter your room and prepare your *futon* while you are out for dinner.
- *Ryokan* provide "*yukata*", which is a traditional night robe that looks like a *kimono*. You can wear it to the hot spring spa and also to dinner, basically anywhere within the *ryokan* facility. Because in the evening we mostly dine in house, you don't have to bring a lot of evening clothes as long as you think you will be comfortable hanging around in your *yukata*. Our guides will explain how to wear *yukata* properly if you are unsure.

# Reservation & Cancellation Policy

## Reservation

When we receive your reservation request, we will send you an email with a link to a page on our website, where it asks you to fill in the Registration Form. We will ask for your contact details and personal information such as your height and dietary requirements etc., in order for us to adequately organise and arrange the tour service. Once the Registration Form is completed, you will be taken to the Shopping Cart to review your booking, and finally onto the Check Out page to make the payment (Deposit/Full) to secure the booking.

## Payment Methods

We require a Deposit of 50,000 yen or Full Payment to secure your booking. The Deposit is treated as a part of the Tour Price. You will receive an email reminder about payment of the balance, which is generally due 30 days prior to the tour departure date. We accept payment by credit card in our local currency, Japanese Yen. If you prefer to pay by bank transfer, we will give you our bank details and the amount of bank fees that should be added to the Tour Price.

## Cancellation

If you wish to cancel a tour reservation, please notify us in writing. Our Cancellation Policy is as follows.

- Cancelled more than 21 days prior to departure: Zero fees
- Cancelled between 20 and 8 days prior to departure: 20% of the Tour Price
- Cancelled between 7 days and 48 hours prior to departure: 30% of the Tour Price
- Cancelled between 48 and 24 hours prior to departure: 40% of the Tour Price
- Cancelled within 24 hours of departure: 50% of the Tour Price
- Cancelled on the day of departure: 100% of the Tour Price
- **No refunds will be given after the tour has commenced**

## Disclaimer

Public Notice No. 1593 by the Ministry of Land, Infrastructure and Transport  
This is an official announcement of the following revision concerning all terms and conditions of the standard general conditions of travel agency business (Public Notice No.790 by the Ministry of Transport dated December 19, 1995) as stipulated in Article 12 -3 of the Travel Agency Law (Law No. 239 of 1952) December 16, 2004  
Kazuo Kitagawa, Minister of Land, Infrastructure and Transport

Final revision: March 29, 30th Year of Heisei – 2018

Public Notice No. 9 by the Japan Tourism Agency (Effective from April 1, 30th Year of Heisei – 2018)

## Standard General Conditions of Travel Agency Business

### Subscription Type Organized Tour Contract Part

#### Chapter 1 - General Provisions

(Scope of Application)

Article 1 The Contract of our Company (hereinafter referred to as “We,” “Us,” or “Our” as the case may be) concerning the subscription type organized tour to be executed with the traveler (hereinafter referred to as the “Subscription Type Organized Tour Contract”, or “Contract”) shall be based on the General Conditions. In the case that any matter not stipulated in the General Conditions arises, ordinance or generally established practice shall be applied.

2 In cases where we execute a special contract (hereinafter referred to as the “Special Contract”) with the traveler in writing without violating the relevant law and harming the interests of the traveler, such Special Contract shall be given priority, notwithstanding the provision of the preceding paragraph.

(Definition of Terminology)

Article 2 In the General Conditions, “Subscription Type Organized Tour” or “Tour” shall mean such tours for which we prepare beforehand for subscription by travelers, travel plans including destinations, itineraries, transportation services and accommodation services to be offered to travelers, as well as the Tour Price amount (as defined in Article 12 below) payable to us by travelers, which shall be implemented as planned.

2 In the General Conditions, “Domestic Trip” shall mean trips within Japan only, and “Overseas Trip” shall mean those trips other than a Domestic Trip.

3 In this Part, the “Communication Contract” shall mean the Subscription Type Organized Tour Contract, which is executed between us and a card member of the credit card company affiliated with us or the company marketing our Subscription Type Organized Tour on behalf of us (hereinafter referred to as an “Affiliated Company”) by subscription through telephone, mail, facsimile, or other means of communication, subject to prior consent of the traveler to the effect that the claims or obligations held by us, such as the Tour Price to the traveler based on Subscription Type Organized Tour Contract are settled on or after the due date of such claims or obligations according to card membership rules as provided separately by the Affiliated Company, and also subject to payment of the Tour Price, etc. payable under the said Subscription Type Organized Tour Contract according to the methods specified in Article 12, paragraph 2, the latter part of Article 16, paragraph 1 and Article 19, paragraph 2.

4 In this Part, the "Electronic Consent Notice" shall mean a notice issued in acceptance of the subscription for the Contract, and is conducted by means of transmission, among the methods utilizing information and communication technologies, via telecommunication lines connecting the computer, facsimile, telex or telephone (hereinafter referred to as the "Electronic Computer, etc.") used by us, or the company marketing our Subscription Type Organized Tour on our behalf, with the Electronic Computer, etc. used by the traveler.

5 In the General Conditions, the "Date Card Used" shall mean the date when the traveler or our Company becomes obligated to pay the Tour Price, etc. or executes refundable liability under the Subscription Type Organized Tour Contract. (Content of Tour Contract)

Article 3 We undertake to make arrangements and administer the itinerary under the Subscription Type Organized Tour Contract so that the traveler can be provided with transportation, accommodation and other services as offered by transportation and accommodation businesses, etc. (hereinafter referred to as the "Tour Service") according to the itinerary provided by us. (Business Agent)

Article 4 There are cases where we may engage other travel agents, professional arrangers or other helpers in or outside Japan, in order to have them make arrangements in whole or in part on our behalf for the execution of the Subscription Type Organized Tour Contract.

## Chapter 2 – Execution of Contract

(Subscription for the Tour Contract)

Article 5 A traveler who wishes to subscribe to our Subscription Type Organized Tour Contract shall fill in the necessary information in the application form as designated by us (hereinafter referred to as the "Application Form"), and shall submit it to us together with the required payment to apply for the Subscription Type Organized Tour Contract (hereinafter referred to as the "Application Fee") as separately specified by us.

2 Notwithstanding the provision of the preceding paragraph, a traveler who wishes to subscribe to our Communication Contract will be required to notify us of the name of the desired Subscription Type Organized Tour, the start date of the Tour, the traveler's membership number and other information as required (hereinafter referred to as the "Membership Number, etc.").

3 The Application Fee as specified in paragraph 1 shall be treated as part of the Tour Price, a cancellation fee or a penalty charge.

4 In cases where the traveler participating in the Subscription Type Organized Tour requires special attention, the said traveler shall mention such a request to us at the time of application for the Contract. In this case we will try to accommodate such a request as far as possible.

5 Any expenses incurred as a result of the special arrangements made at the request of the traveler under the preceding paragraph shall be borne by the said traveler. (Subscription by Telephone, etc.)

Article 6 Subscriptions for the Subscription Type Organized Tour Contract are accepted by means of telephone, mail, facsimile and other means of communications. In such cases, the Contract is not executed at the time of subscription, and the traveler for the said Tour will submit an Application Form and Application Fee, or notify us of his or her Membership Number, etc. within the period as designated by us, in accordance with the provision of paragraph 1 or paragraph 2 of the preceding Article 5, after we have notified the said traveler of our acceptance of his or her subscription.

2 Upon the submission of the Application Form and Application Fee as specified in the preceding paragraph, or when we have been notified of the traveler's Membership Number, etc., the order in which we execute the Subscription Type Organized Tour Contract with the said traveler shall be subject to the order in which we receive his or her Application Form and Application Fee, or the traveler's Membership Number.



3 In cases where the traveler fails to submit the Application Fee, or to notify us of his or her Membership Number, etc. within the period specified in paragraph 1 above, we will consider such a subscription as not having been received and treat it accordingly. (Rejection of the Execution of the Contract)

Article 7 Any one of the following is a case upon which we reserve the right to decline the execution.

- a. In cases where the sex, age, qualifications, skills or other conditions of the traveler in question do not meet such conditions as specified by us in advance, as required of travelers participating in the Tour;
  - b. In cases where the number of travelers subscribing for the Tour has already reached the maximum number of participants as scheduled for the Tour;
  - c. In cases where the traveler in question subscribing for the Tour is likely to create a nuisance for other travelers or hinder smooth implementation of the Tour as a group;
  - d. In cases where the Communication Contract is about to be executed, and the traveler is unable to settle in whole or in part, the liability related to his or her Tour Price, etc. as stipulated in the card membership rules of the Affiliated Company. Such reasons may be due to, but not limited to, the credit card as held by the traveler in question, being found to be invalid;
  - e. In cases where the traveler is recognized as a gang member, an associated gang member, a person or a company related to crime syndicates, a corporate racketeer or any other antisocial forces;
  - f. In cases where the traveler has made claims through forceful behavior or unjust claims to us or acted in a threatening manner or made threatening statements, or has conducted violent acts or behavior in connection with any transaction between the parties, or other acts or behavior equivalent to these;
  - g. In cases where the traveler committed acts which may damage our reputation or obstruct our business by spreading false rumors, the use of fraudulent means or by force, or other acts or behavior equivalent to these; or
  - h. In cases where there is an inconvenience related to our business.
- (Time that the Tour Contract is Executed)

Article 8 The Subscription Type Organized Tour Contract shall be executed when we have accepted the execution of the Contract and have received the Application Fee as specified in the Article 5, paragraph 1.

2 Notwithstanding the provision of the preceding paragraph, the Communication Contract shall be executed when we send out a notice to the effect of communicating our acceptance of the execution of the Contract, except when an electronic notice of acceptance is sent out for the said Contract, in which case the Contract shall be executed when the said electronic notice has reached the traveler. (Delivery of Contract Document)

Article 9 We will promptly deliver to the traveler, a document (hereinafter referred to as the "Contract Document") detailing the itinerary, content of the Tour Service, Tour Prices, and other conditions of the Tour, as well as matters concerning our responsibility with regards to the Tour, promptly after the Tour Contract has been executed as defined in the preceding Article.

2 The scope of our responsibility for the Tour Service in making arrangements and administering itineraries under the Subscription Type Organized Tour Contract shall be based on the details stated in the Contract Document as specified in the preceding paragraph. (Determinate Document)

Article 10 In cases where it is not possible to state the determinate itinerary, or the names of transportation or accommodation facilities in the Contract Document as specified in the preceding Article, paragraph 1, we will list, on a limited basis, in the Contract Document, the names of facilities scheduled for accommodation and the names of transportation facilities important and to be shown in the Contract Document, and after we have delivered such a Contract Document, we will also deliver a document with descriptions of determinate conditions (hereinafter referred to as the "Determinate Document") on or before the date as specified in the said Contract Document, but no later than the day immediately preceding the starting date of the Tour (or the starting date of the Tour, in cases where subscriptions for the Subscription Type Organized Tour Contract are made on or after the 7th day immediately preceding the start date of the Tour).

2 In the case of the preceding paragraph, when an enquiry is received from a traveler who wishes to confirm the status of arrangements, we will respond promptly and properly to such an enquiry before delivery of the Determinate Document to the said traveler.

3 In cases where the Determinate Document has been delivered as specified in paragraph 1, the scope of our responsibility for the Tour Service in making arrangements and administering itineraries shall be limited to the scope described in the said Determinate Document. (Method of Utilizing Telecommunication Technology)

Article 11 When, instead of physically delivering to the traveler the document, the Contract Document or the Determinate Document to be delivered at the time when the traveler is about to execute the Subscription Type Organized Tour Contract which describes details such as the itinerary, the Tour Service content, the Tour Price, other conditions of the Tour, and matters regarding our responsibility, we have provided the traveler, with his/her prior consent, with such details to be described in the said document(s) (hereinafter referred to in this Article as the "Described Details") by means of utilizing telecommunications technology, we will confirm that the Described Details have been recorded on a file as equipped in the communications equipment used by the traveler.

2 In the case of the preceding paragraph, when the communications equipment used by the said traveler is not equipped with a file for recording the Described Details, we will record the Described Details on a file (confined for exclusive use of the said traveler) as equipped in the communications equipment used by us, and confirm that the said traveler has viewed the Described Details. (Tour Price)

Article 12 The traveler will be required to pay to us the price for our providing of the Tour Service (hereinafter referred to as the "Tour Price") in the amount specified in the Contract Document on or before the date specified in the Contract Document prior to the starting date of the Tour Service.

2 When the Communication Contract has been executed, we will receive payment of the Tour Price in the amount specified in the Contract Document by the credit card of our Affiliated Company without obtaining the traveler's signature on the designated voucher. In this case, the date on which the card is used shall be considered as the date the Tour Contract is executed.

## Chapter 3 - Alteration of the Contract

### (Alteration of the Contract Content)

Article 13 In cases where there arise causes beyond our control, such as acts of God, acts of war, civil commotion, suspension of the Tour Service by transportation and accommodation facilities, etc., orders from government and other public agencies, the need to use transportation services not based on our original transportation plan, and other causes, and when it is considered unavoidable in order to effect the safe and smooth implementation of the Tour, we may be required to change the itinerary, content of the Tour Service and other content of the Subscription Type Organized Tour Contract (hereinafter referred to as the "Contract Content") by promptly explaining to the traveler beforehand the reasons for the nature of such causes being beyond our control and the correlation between such causes and subsequent changes. This shall be the case except at the time of an emergency, in which case, when unavoidable, we will explain to the traveler after such changes have been made. (Alteration of Tour Price)

Article 14 In cases where the transportation fare and charge applicable to the transportation facilities being used for the implementation of the Subscription Type Organized Tour (hereinafter in this Article referred to as the "Applicable Fare and Charge") are increased or reduced considerably beyond price levels as normally assumed, due to significant changes to economic or other conditions, compared with the Applicable Fare and Charge made public as effective rates at the time when the Subscription Type Organized Tour was originally offered, we will be permitted to increase or reduce the amount of the Tour Price within the range of the amount so increased or reduced.

2 In cases where we increase the Tour Price as provided for in the preceding paragraph, we will inform the traveler to that effect before the 15th day immediately preceding the starting date of the Tour.

3 In cases where the Applicable Fare and Charge are reduced as provided for in paragraph 1, we will decrease the Tour Price by the amount so reduced in accordance with the provision of the said paragraph.

4 If any change in the Contract Content according to the provisions of the preceding Article, causes any increase or decrease to accrue in the expenses required for the implementation of the Tour (including the cancellation fee, a penalty charge or other expenses already paid or payable from now for the Tour Service unreceived due to changes in the said Contract Content), we may change the Tour Price within the range of the amount increased or decreased when such Contract Content is changed (except when such increase of expenses is caused by a lack of seats/rooms in the transportation and accommodation facilities, etc. or other facilities, despite the fact that the relevant Tour Service is provided by the transportation and accommodation facilities, etc.).

5 In cases where we have stated in the Contract Document that the Tour Price varies with the number of persons utilizing the transportation and accommodation facilities, etc., and when the number of persons participating in the Tour changes due to causes not attributable to us after the execution of the Subscription Type Organized Tour Contract, we reserve the right to change the amount of the Tour Price as described in the Contract Document. (Change of Traveler)

Article 15 A traveler who has executed a Subscription Type Organized Tour Contract with us may assign his/her status under the said Contract to a third party, subject to our consent.

2 In cases where a traveler wishes to obtain our consent as provided in the preceding paragraph, the said traveler shall fill in the necessary information on the form designated by us, and submit it to us together with the handling fee in the designated amount to us.

3 The assignment of the said status under the Contract, as provided in paragraph 1, shall take effect when approved by us. After such approval, the third party who has acquired such status under the Tour Contract shall succeed to all rights and obligations concerning the said Subscription Type Organized Tour Contract as originally executed by the traveler.

## Chapter 4 - Cancellation of the Contract

(Traveler's Rights to Cancel the Contract)

Article 16 A traveler may, at any time, cancel the Subscription Type Organized Tour Contract by paying to us the cancellation fee specified in Schedule I. In cases where the said traveler wishes to cancel the Communication Contract, we will accept payment of the cancellation fee by using the card of the Affiliated Company without obtaining the said traveler's signature on the designated voucher.

2 Notwithstanding the provision of the preceding paragraph, the traveler may cancel, in any of the following cases, the Subscription Type Organized Tour without paying the cancellation fee before the start of the Tour.

- a. In cases where the Contract Content has been changed by us, but limited only to such cases where the changes listed in the left column of Schedule II and other important changes;
- b. In cases where the Tour Price is increased under the provision of Article 14, paragraph 1;
- c. In cases where there arise such causes as acts of God, acts of war, civil commotion, suspension of Tour Services by transportation and accommodation facilities, etc., orders from government and other public agencies, and other causes, whereby it becomes impossible or highly unlikely to carry out the safe and smooth implementation of the Tour;
- d. In cases where we fail to deliver the Determinate Document to the traveler on or before the date specified in Article 10, paragraph 1; or
- e. In cases where the implementation of the Tour has been precluded as scheduled according to the itinerary described in the Contract Document as a result of causes attributable to us.

3 Notwithstanding the provision of paragraph 1, when the traveler has been unable to receive the Tour Service as described in the Contract Document after the start of the Tour due to causes not attributable to him/her, or when we inform him/her to that effect, the said traveler may cancel the Contract for that portion of the Tour Service which he/she has been unable to receive, without paying the cancellation fee.

4 In the case of the preceding paragraph, we will refund to the traveler the portion of the Tour Price related to the portion of the Tour Service that has become unavailable. However, when the case of the preceding paragraph is not due to causes attributable to us, we will refund to the said traveler after deducting from the said amount the cancellation fee, penalty charges and any other amount related to the expenses already paid or payable on or after the cancellation for the said Tour Service. (Our Right to Cancel the Contract - Cancellation before the Start of the Tour)

Article 17 In any of the following events, we may cancel the Subscription Type Organized Tour Contract prior to the start of the Tour by explaining to the traveler the reason for the cancellation:

- a. In cases where it becomes known that the traveler does not meet the conditions required of Tour participants, such as sex, age, qualifications, skills, etc., as specified by us beforehand;
- b. In cases where the traveler is considered unable to participate in the said Tour due to illness, the absence of a necessary aide/helper or other such causes;
- c. In cases where the traveler is likely to cause trouble to other travelers or interfere with the smooth implementation of the Tour as a group;
- d. In cases where accommodating the traveler is burdensome and exceeds the responsibility provided for in the Contract Content beyond a reasonable extent;
- e. In cases where the number of travelers participating in the Tour does not reach the minimum number of participants for the Tour as specified in the Contract Document;
- f. In cases where it is highly likely that conditions required for implementation of the Tour as described at the time of the execution of the Contract, such as the sufficient amount of snowfall necessary for a ski Tour, may not come into being;
- g. In cases where there arises causes beyond our control, such as acts of God, acts of war, civil commotion, suspension of Tour Services by transportation and accommodation facilities, etc., orders from government and other public agencies, and other causes, whereby it becomes impossible or highly unlikely to carry out the safe and smooth implementation of the Tour as scheduled according to the itinerary described in the Contract Document;
- h. In cases where the Communication Contract has been executed, and the traveler is unable to settle in whole or in part the liability related to his or her Tour Price, etc. as stipulated in the card membership rules of the Affiliated Company due to such causes as the credit card held by the traveler becoming invalid; or
- i. When it is found that the traveler falls under any of Article 7, items e through g.

2 In cases where the traveler does not pay the Tour Price by the due date specified in the Contract Document as provided in Article 12, paragraph 1, the traveler shall be considered to have cancelled the Subscription Type Organized Tour Contract on the day immediately following the said due date. In this case, the said traveler shall pay a penalty charge in the amount equal to the cancellation fee as specified in the preceding Article, paragraph 1.

3 In cases where we cancel the Subscription Type Organized Tour Contract due to reasons specified in paragraph 1, item e, we will inform travelers participating in the Tour that the said Tour is to be cancelled before the 13th day immediately preceding the starting date of the Tour in the case of a Domestic Trip (before the 3rd day in the case of a day trip) and before the 23rd day in the case of an Overseas Trip (before the 33rd day, if the starting date falls within the Peak Season as defined in Schedule I).

(Our Right to Cancel the Contract - Cancellation after the Start of the Tour)

Article 18 In any of the following cases, we may cancel part of the Subscription Type Organized Tour Contract even after the start of the Tour by explaining to the traveler about the reason for the cancellation:

- a. In cases where the traveler is considered unable to continue the said Tour due to the absence of a necessary aide/helper or other causes;
- b. In cases where the traveler interferes with the safe and smooth implementation of the said Tour by not following our instructions as given by our tour escort or other staff, or by disrupting the disciplinary order of group activities by physically assaulting or threatening the said staff or other travelers;
- c. When it is found that the traveler falls under any of Article 7, items e through g; or
- d. In cases where there arise causes beyond our control, such as acts of God, acts of war, civil commotion, suspension of Tour Services by transportation and accommodation facilities, etc., orders from government and other public agencies, and other causes, whereby it becomes impossible to continue the Tour.

2 In cases where we have cancelled the Subscription Type Organized Tour Contract under the provision of the preceding paragraph, the contractual relationship between our Company and the traveler shall cease to exist from the cancellation thereof. In such a case, it shall be deemed that our liability related to the Tour Service already provided to the traveler has effectively been redeemed.

3 In the case of the preceding paragraph, we will refund to the said traveler the amount remaining after deducting the cancellation fee, penalty charge and any other amount related to the expenses already paid or payable from the cancellation thereof for said Tour Service from the amount covering the portion of the said Tour Service which has yet to be offered to the traveler out of the Tour Price.

(Refund of Tour Price)

Article 19 In cases where a refundable amount becomes due to the traveler as a result of the Tour Price being reduced under the provisions set forth in Article 14, paragraphs 3 through 5 or due to the cancellation of the Subscription Type Organized Tour Contract under the provisions of the preceding Articles 16 through 18, we will refund to the traveler the amount by which the Tour Price is reduced, within 7 days from the day immediately following the date of cancellation, in cases where the refund is due to cancellation prior to the start of the Tour, or within 30 days from the day immediately following the last day of the Tour as stated in the Contract Document, in cases where the said refund is due to a reduction of the Tour Price or cancellation after the start of the Tour.

2 In cases where the Communication Contract has been executed with the traveler, we will pay a refund to the traveler according to the card membership rules of the Affiliated Company, if a refundable amount becomes due to him/her as a result of a reduction of the Tour Price under the provisions set forth in Article 14, paragraphs 3 through 5, or due to the cancellation of the Communication Contract under the provisions of the preceding Articles 16 through 18. In this case, we will notify the traveler of the refundable amount due within 7 days from the day immediately following the date of cancellation in the case of a refund due to cancellation prior to the start of the Tour, or within 30 days from the day immediately following the last day of the Tour as stated in the Contract Document, in the case of a refund due to a reduction of the Tour Price or cancellation after the start of the Tour. The day upon which we notify the traveler shall be considered as the Date Card Used.

3 The provisions of the preceding two paragraphs shall not prevent the traveler or our Company from exercising the right to claim compensation for damages suffered under the provisions of Article 27 or Article 30, paragraph 1. (Arrangement for Return Trip after Cancellation of the Contract)

Article 20 In cases where we have cancelled the Subscription Type Organized Tour Contract after the start of the Tour under the provisions of Article 18, paragraph 1, items a or d, we will undertake to make arrangements for the Tour Services as needed for the traveler to return to the place of departure of the said Tour at the request of the traveler.

2 In the case of the preceding paragraph, all expenses required for the return trip to the departure place shall be borne by the traveler.



## Chapter 5 - Contracts with Organizations and Groups

(Contracts with Organizations and Groups)

Article 21 We will apply the provisions of this Chapter to the execution of the Subscription Type Organized Tour Contracts in cases where we receive subscriptions from two or more travelers who are to travel the same route at the same time, provided that each traveler appoints a responsible representative (hereinafter referred to as the "Contract Representative"). (Contract Representative)

Article 22 Unless a Special Contract is executed, we will consider the Contract Representative as the person holding all power of representation concerning the execution of the Subscription Type Organized Tour Contract for travelers who compose his/her organization or group (hereinafter referred to as the "Constituent Members"), and we will handle all transactions concerning the Tour business related to the said organization or group with the said Contract Representative.

2 The Contract Representative is required to submit a list of the Constituent Members on or before the date as specified by us.

3 We will not be held responsible for the liabilities or obligations which the Contract Representative assumes to the Constituent Members at present, or liabilities or obligations which the Contract Representative is likely to assume in the future.

4 In cases where the Contract Representative does not accompany his/her organization or group during the Tour, one of the Constituent Members appointed by the Contract Representative beforehand shall be deemed by us to be the Contract Representative after the commencement of the Tour.

## Chapter 6 - Administration of Itinerary

(Administration of Itinerary)

Article 23 We will make efforts to secure the safe and smooth implementation of the Tour for the traveler and carry out the following services for the said traveler, except where we have executed a special contract which differs from these services:

- a. In cases where it is considered that the traveler is unlikely to be able to receive the Tour Service during the Tour, to take necessary measures to ensure that the traveler will receive such Tour Service as specified in the Subscription Type Organized Tour Contract; and
- b. In cases where alteration of the Contract Content becomes unavoidable despite the measures taken as described in the preceding paragraph, to make arrangements for alternative services. In cases where the Tour itinerary is to be changed, we will make efforts to make an alternative itinerary after the change measure up to the purpose of the original Tour itinerary. Also, in cases where we are required to change the content of the Tour Service, we will try to minimize alterations to the Contract Content by making the content of the Tour Service after the change as close to the originally planned content as possible.

(Instructions by Our Company)

Article 24 The traveler shall be required to follow the instructions of our Company while the Tour is conducted as a group during the Tour from start to finish, in order to implement the Tour safely and smoothly. (Services of Tour Escort, etc.)

Article 25 There are cases where we will ask tour escorts or others to accompany the Tour, depending on the content of the Tour, and handle the services described in each item of Article 23 in whole or in part or any other services we consider necessary in connection with the said Subscription Type Organized Tour.

2 In general, the service hours for the said tour escorts or others to engage in the services as described in the preceding paragraph shall, range from 8:00 to 20:00 local time. (Protective Measures)

Article 26 In the case that a situation arises where we consider the traveler to be in a condition requiring protection due to sickness, injury, etc. during the Tour, we may take the necessary measures. In these cases, if the cause is not attributable to us, the expenditure required for the said measures shall be borne by the said traveler and shall be payable by the traveler on or before the date set by us by the method designated by us.

## Chapter 7 - Responsibility

### (Responsibility of Our Company)

Article 27 We will be responsible for the compensation of damages caused to the traveler intentionally or negligently by us or by our agent (hereinafter referred to as the "Business Agent") who has been engaged by us to make arrangements on our behalf under the provision of Article 4. Such compensation shall be limited to cases where notice has been given to us within two years from the day immediately following the day when the damages occurred.

2 In cases where the traveler has suffered damages due to causes beyond the control of our Company or our Business Agent such as acts of God, acts of war, civil commotion, suspension of Tour Services by transportation and accommodation facilities, etc., orders from government and other public agencies, and other such causes, we will not be responsible for compensation, except in the case of the preceding paragraph.

3 With regard to damages caused to baggage as described in paragraph 1, notwithstanding the provision of the said paragraph, we will compensate the traveler up to ¥150,000 as a maximum amount per traveler (except in cases where the damages were caused by us intentionally or by our gross negligence), only in cases where we have been notified of the damages within 14 days in the case of the Domestic Trip, and within 21 days in the case of an Overseas Trip, from the day immediately following the day when the damages have occurred. (Special Indemnity)

Article 28 We will pay an indemnity and a solatium of the amount set beforehand for certain damages caused to the life, body or baggage of the traveler while he/she is participating in the Subscription Type Organized Tour, in accordance with the provision of the separate Rules of Special Compensation attached hereto, regardless of whether or not we are responsible for causing the said damages under the preceding Article, paragraph 1.

2 In cases where we are responsible under the provision of the preceding Article, paragraph 1 for damages caused as described in the preceding paragraph, the indemnity payable by us according to the preceding paragraph shall be, within the limit of the amount of damage compensation payable based on the said responsibility, considered as the compensation for the said damages.

3 In such cases as provided in the preceding paragraph, our responsibility to pay the indemnity based on the preceding paragraph 1 of this Article shall be reduced by an amount equal to the damage compensation money payable by us, under the provision of the preceding Article, paragraph 1 (including the indemnity considered as the damage compensation money according to the provision of the preceding paragraph).

4 The Subscription Type Organized Tours which we implement by collecting a separate Tour Price from the traveler participating in our Subscription Type Organized Tour shall be handled as part of the content of the principal Subscription Type Organized Tour Contact. (Guarantee of Itinerary)

Article 29 In cases where a major alteration is made to the Contract Content described in the left column of Schedule II (except the alterations described in each of the following items (excluding alterations caused by the lack of seats/rooms in the transportation and accommodation facilities, etc. or other facilities, despite the fact that the said Tour Service is provided by the transportation and accommodation facilities, etc.)), we will pay an indemnity for such alterations which is equal to or in excess of the amount reached by multiplying the Tour Price by the percentage as specified in the right column of the said Schedule within 30 days from the immediately following the last day of the Tour, except in cases where it is clear that we will bear the responsibility under the provision of Article 27, paragraph 1 regarding the said alterations.

a. Alterations due to the following causes:

- (1) Acts of God;
- (2) Acts of war;
- (3) Civil commotion;
- (4) Orders from government and other public agencies;
- (5) Suspension of Tour Services by transportation and accommodation facilities, etc.;
- (6) Offering a transportation service not included in the original travel plan; or
- (7) Measures required to ensure the safety of the life and body of the tour participants

b. Alterations relating to the cancelled portion of the Subscription Type Organized Tour Contract its cancellation based on the provisions of Article 16 through Article 18.

2 The maximum amount of indemnity payable by us for such alterations per traveler for one Subscription Type Organized Tour shall be the amount reached by multiplying the Tour Price by the percentage set by us equal to or in excess of 15%. However, in cases where the amount of indemnity per traveler for one Subscription Type Organized Tour falls below 1,000 yen, we will not be obliged to pay the indemnity for the alteration.

3 In cases where it becomes clear that we are liable for the said alteration, based on the provision of Article 27, paragraph 1, after we have paid indemnity for the alteration in accordance with the provision of paragraph 1 of this Article, the traveler will be required to repay such indemnity paid for the said alteration. In such a case, we will pay the balance by offsetting the amount of compensation payable by us based on the provision of the said paragraph by the amount of indemnity due to be repaid by the traveler.

(Responsibility of the Traveler)

Article 30 In cases where we have suffered damages due to the willful misconduct or negligence of a traveler, the said traveler shall be required to compensate us for the damages.

2 When the traveler executes the Subscription Type Organized Tour Contract, the traveler will be required to make efforts to understand the content of the said Subscription Type Organized Tour Contract, such as the rights and obligations of the traveler, etc., by utilizing information as provided by us.

3 Should the traveler realize that the Tour Service being offered differs from that as stated in the Contract Document after the start of the Tour, in order for the traveler to smoothly receive the Tour Service as described in the Contract Document, the traveler shall promptly report to us, or our Business Agent or the provider of the said Tour Service at the touring point.

## Chapter 8 - Business Guarantee Bonds (In Cases of not Being a Security Member of the Association of Travel Agents) (Business Guarantee Bonds)

Article 31 The traveler or the Constituent Member who has executed the Subscription Type Organized Tour Contract with us is entitled to be reimbursed from business guarantee bonds deposited by us under the provision of Article 7, paragraph

1 of the Travel Agency Law in conjunction with claims as arising from the said transaction.

2 The name and location of the deposit office where we have deposited the business guarantee bonds are as follows:

- a. Name
- b. Location

### Chapter 8 - Compensation Business Guarantee Bonds (In Cases of Being a Security Member of the Association of Travel Agents) (Compensation Business Guarantee Bonds)

Article 31 We are a Security Member of the All Nippon Travel Agents Association located at Akasaka, Shasta ・ East building 4-2-19 Minato-ku, Tokyo

2 The traveler or the Constituent Member who has executed the Subscription Type Organized Tour Contract with us is entitled to be reimbursed from compensation business guarantee bonds as deposited by the All Nippon Travel Agents Association as described in the preceding paragraph, up to the maximum amount of 11,000,000 yen in conjunction with claims as arising from the said transaction.

3 As we have paid our share of the compensation business guarantee bonds to of the All Nippon Travel Agents Association in accordance with the provision of Article 49, paragraph 1 of the Travel Agency Law, we have not deposited the business guarantee bonds based on Article 7, paragraph 1 of the Travel Agency Law.

## Schedule I - Cancellation fees (related to Article 16, paragraph 1)

## 1. Cancellation fees related to Domestic Trip

Classification Cancellation	Cancellation Fee
a. Subscription Type Organized Tour Contract excluding the following column b	
(1) In cases where the Contract is cancelled on or after the 20th day (the 10th day in the case of a day trip) from the day immediately preceding the starting day of the Tour (except in the following cases from (2) through (5)).	Up to 20% of the tour price
(2) In cases where the Contract is cancelled on or after the 7th day from the day immediately preceding the starting day of the Tour (except in the following cases from (3) through (5)).	Up to 30% of the Tour Price
(3) In cases where the Contract is cancelled on the day immediately before the starting day of the Tour.	Up to 40% of the Tour Price
(4) In cases where the Contract is cancelled on the starting day of the Tour (except in the following case (5)).	Up to 50% of the Tour Price
(5) In cases where the Contract is cancelled after the start of the Tour or the traveler does not participate in the Tour without notice (no show).	Up to 100% of the Tour Price
b. Subscription Type Organized Tour Contract with the use of a chartered vessel	Based on the rules of the cancellation fee for the said vessel
Remark: ① The amount of the cancellation fee shall be specified in the Contract Document. ② In applying this Schedule, "After the Start of the Tour" refers to after "The time when the traveler starts receiving the service" stipulated in Article 2, paragraph 3 of the Rules of Special Indemnity as attached hereto.	

## Schedule II - Monetary Indemnity for Alterations (related to Article 29, paragraph 1)

Alterations Requiring Payment of Indemnity Percentage	Percentage per Case (%)	
	Prior to the start of the Tour	After the start of the Tour
(1). Alterations to the starting or final days of the Tour described in the Contract Document	1.5	3.0
(2). Alterations of sightseeing locations or facilities (including restaurants) and other destinations of the Tour	1.0	2.0
(3). Alterations to the class or facilities of transportation facilities to those of lower rates than those described in the Contract Document (but limited only to cases where the total charged amount for altering the said class and facilities falls below the total amount for that as specified in the Contract Document)	1.0	2.0
(4). Alterations to the class of the transportation facilities or in the names of companies as specified in the Contract Document	1.0	2.0
(5). Alterations to different flights at the departure airport or destination airport in Japan from those as specified in the Contract Document	1.0	2.0
(6). Alterations/additions to connecting or indirect flights as needed to supplement/replace direct flights scheduled to fly between Japan and outside of Japan as specified in the Contract Document	1.0	2.0
(7). Alterations of the type or name of accommodation facilities as specified in the Contract Document	1.0	2.0
(8). Alterations to the conditions of guest rooms as specified in the Contract Document, such as the type of guest rooms, equipment, scenery, etc.	1.0	2.0
(9). Alterations in the items as specified in the tour title of the Contract Document, among the alterations specified in each item listed from (1) through (8) above.	2.5	5.0
Note 1. "Prior to the Start of the Tour" shall refer to cases where the traveler has been notified of the relevant alteration, no later than the day prior to the starting day of the Tour, and "After the Start of the Tour" shall refer to cases where the traveler has been notified of the relevant alteration on or after the starting day of the Tour.		



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